

QPR Technical Assistance Conference Call

**Moderator: Matt Kozar
March 19, 2013
1:00 pm CT**

Coordinator: Welcome and thank you for standing by. At this time all participants are in a listen-only mode. After the presentation we will conduct a question and answer session. To ask a question please press Star 1.

Today's conference is being recorded. And if you have any objections you may disconnect at this time.

I would now like to turn the meeting over to Matt Kozar. Sir you may begin.

Matt Kozar: Thank you. Hello everyone on the call and those of you that are joining on the Adobe Connect. The purpose of today's call is to provide you with some technical assistance related to the quarterly progress reporting requirement that was outlined in your Notice of Award.

I would assume that most of you here are on the call because of the fact that you received a School-Based Health Center Capital grant back in December

2012. And this will be the first time that you are likely reporting through this particular system.

So we're going to go through the reporting process. And we're also going to go and provide you with some reminders related to the ongoing reporting requirements associated with your School-Based Health Center Capital grant as well as some general information about complying with the conditions of the award specifically around the environmental and historic preservation requirements.

I'm also joined here by my colleagues in the capital Development Branch in the Bureau of Primary Health Care -- (Ann Piesen), (Phil Hemmingson) and (Ryan Buckalew).

Everyone will have a piece of this process and we'll get you up to speed where you need to be in terms of providing the quarterly progress reports to us and ensuring you're fully compliant with all your branch requirements.

A few things just to hit on before we delve into the actual specific resources where you with the Quarterly Progress Reports, just want to let you know that the quarterly progress reports, they're a vital tool for us here at HRSA to allow us to track the progress of your - of all your projects until the projects have been completed.

It also allows us once all your projects are completed for us to assess what you - what the impacts of your projects have been and will be going forward in terms of the patients that you, you know, proposed to serve and the overall service impacts of your project.

So it's very critical that you provide us with the quarterly progress reports each quarter and are providing us with accurate information as to the status of your projects.

A couple of reminders that I'm sure my colleagues will also hit on throughout the presentation, if you have any modifications or changes to do your project scopes whether it's the physical scope or the budget please do not use the QPR as an approval mechanism for these changes.

You must immediately contact your project officer and/or your grants management specialist identified in the Notice of Award or you recently had some shifts in project officers so whoever has reached out to you recently.

And make sure you inform the project officer of these changes so that way we can, you know, move you down the path to make sure that we document what needs to be documented in terms of, you know, what needs to change on your projects.

Just I can't stress how important that is to make sure that you reach out to them as opposed to just indicating any significant changes in the QPR.

Now once you have, you know, informed your project officer of these changes, you know, the QPR is the great mechanism to then report on the status of your efforts with the project officer and ultimately, you know, once you likely get approval for those modifications you can report on the status of those - the new project scopes.

All right, so in the second slide provide you with the objectives. We're going to go through the QPR manual and the QPR Quick Guide. Both of these

documents are on the Capital Development Web site which we provided you a link through the listserv that went out last week.

That Web site is a very crucial Web site for you to keep handy. I would suggest you bookmark that not only for the quarterly progress reporting information but also just generic information on the reporting requirements, closeout requirements and other helpful FAQs that you would need to reference for your grant.

After we go through those QPR references we're going to go through and show you on the Web site some of the other reporting requirement templates and information that you can use to assist with the implementation of your grant.

And then as I mentioned before we'll go through some of the environment and the historic preservation conditions and provide you with some assistance and resources to use in ensuring that you're on the right track with providing that information to us to clear you on those specific issues.

So the first item I want to go through is the QPR manual. That can be found on the Capital Development Branch Web site.

It's at the very bottom of the Web site. And I think that we're sharing that screen with you now. There we are.

All right, so the manual is - it provides a brief overview of the actual requirements of the QPR in terms of the specific forms that we use to have you provide us with the project status.

There's several forms that we use. Each form has a different function. The main form that you will be using is the QPR form SF-PPR-3 which provides your - the ongoing quarterly status of your projects.

There is also the QPR form SF-PPR-3A which is referenced in the manual. That's for used school based health center grantees. That will not be applicable to you.

The SF-PPR-1 form that's actually used at the end of all of your projects where you document that you've completed all of your projects provide us with a final overall narrative and then identify the - and the patients to be served with the projects that were completed.

And then the SF-PPR-4 form - sorry for shifting around but we've sort of go through the process of how the - how you utilize the forms.

The SF-PPR4 is used at the completion of a particular project. That's where you identify the project as being completed. There's a couple of questions that we ask to make sure you double check which - that your project is in fact complete based on the parameters that we have outlined to determine that a project is complete.

In the manual we do update that on a quarterly basis. And each quarter it'll provide the opening and the closing dates for the submission of QPR.

And the manual also is a good reference for you to use to actually see the forms themselves. In the latter half of the manual it gives you the actual, I guess actual, you know, versions of the forms that you'll see in the EHB and then you provide information to them.

So I suggest you reference the manual, strongly suggest reference the manual in your, you know, when you're first starting off submitting the QPR this quarter.

You may not necessarily need to reference it in depth each quarter but I would definitely suggest that you take a quick peek at it when we update it each quarter to make sure you're aware of our new reporting deadlines.

So and at this point now I'm going to turn it over to (Ryan Buckalew). He's going to go through the Quarterly Progress Report Quick Guide which will give you a more step by step breakdown of the process to submit your QPR.

(Ryan Buckalew): All right thanks Matt. As Matt mentioned most of the quarterly progress report information's going to be at the bottom of the page here. And the Quarterly Quick Guide is the second link. And we'll also have the presentation, the call and the transcript of the call posted there.

Now in terms of going over this guide this is a quick reference guide. So it's just there to supplement the quarterly progress manual.

And it just hits on the key points you need to know in accessing the report, going through the progress of each page and then - and submitting the report, so definitely reference the main manual when you're looking for specific terms and conditions and items and definitions and such that are referenced in the quarterly progress report.

The first thing is to log into the quarterly progress report you'll see that on your Grants homepage the left side there's a view portfolio link. For your capital-based grants there's going to be an open grant handbook link.

Once you go to that open Grant Handbook link on the left side that he'll see a progress report. The progress report's going to cover the report, how to submit the report, edit the report, view the report.

If somebody else has kind of done some work on it and you're the secondary reviewer you could view the report and then view the related Notice of Grant Award.

The one that you're going to click on is edit the report. And that will kick off the progress report submittal process.

Once that opens the Process Information link will open up and you'll see information about your grant. These are just basic information that the application the previous quarters report related grant award again and the related documents.

Then you'll proceed to the status overview button which is on the left side menu. This will open up the status overview.

Then you'll - once again you'll quick update on the - under the Action column in the status overview which will give you - it'll start off those - the pages that Matt had mentioned.

The first is the cover page which will open up. And that will give you the contact information for the person designated in the QPR.

So there you'll walk through and add certain contacts, update information, et cetera.

Next is the Page 1, the SF PPR1 that Matt had mentioned. It's a summary page. It just includes yes and no answers, is this the final report?

You'll only click if it's the final report if all projects are complete.

Then finally you'll go down in the - there's progress data which may include up to three forms.

And based off of your answers if it's a yes or no on that previous question you may have up to three forms to complete.

And it'll prompt you to move on to the SF-PPR Page 3 project data.

And this is kind of the important step, important page of the project where you're going to give the project status. And so you'll have the not started, less than or equal to 50% complete, greater than 50% and less than 100% complete, and essentially the complete.

And then this option underneath it will allow you to attach photos, add a project narrative.

And in this narrative we'd like you to describe the quarter's actions that you've taken on the construction grant. And we'll go into that a little bit in depth with (Bill) further in the presentation.

Finally we'll - it'll prompt you to go onto a project earned value management data.

Woman: (Unintelligible) ask you to move the screen a little bit?

(Ryan Buckalew): Hold on a second. I've got some request to move the screen perhaps to zoom in.

((Crosstalk))

Woman: In the bottom. Look in the bottom (unintelligible).

((Crosstalk))

Man: It's frozen on the QPR.

(Ryan Buckalew): Yes we're actually not going through the actual prompts in the program. We're just - we still have the PDF page up. I apologize. But we don't have access to show that portion of the program. So we're just going to go off of this reference guide.

So as I was stating the SF-PPR Page 3 you may be prompted to complete a project EVM data which essentially is for construction and alteration projects over \$1 million. And it'll prompt you for some extra information including a project schedule and a project budget.

Man: And that was the form that actually I mentioned that if you're, you know, receive funding through the school-based health center capital program that

that form will not be applicable to you when submitting for your QPR for that - for the school-based health center grant.

(Ryan Buckalew): Right. And then so - then finally once based off of that final page you'll click Next, Save and Continue is always the option you want to click. And it'll take you to the SF-PPR Page 4. And this is just the closeout page.

Again, if you are prompted and you say this is your last or you are complete with the project you'll get additional information. That will prompt you to close the project out on this page.

Finally you're going to go to the review page which at the top here it's going to give you the option to review the report, print anything, go ahead and print off the report and then continue to the next page.

And then finally the Submit page and this is critical because here you're going to certify the submittal. And you're also going to submit it. And you should receive a confirmation message states the report was successfully submitted and received by HRSA.

And you also have to make sure that the person submitting is authorized to do so. Otherwise you may not get the confirmation message. And then you'll probably not see the report finalized. And we may have to call you in reference to that missing report.

And finally what you'll see is there's an option for us to return the report to you. What could happen is that the report is either missing details or we just would like further clarification.

And so we'll send change requested. And you'll actually find that in the grant handbook under the progress report page. And you'll see a status on this report saying change requested. So you want to check that.

You should also get an email prompt stating that there was a change requested. But again, just verify that on occasion when you log into EHB maybe a week or so after the report submitted just to make sure that there hasn't been a request change by a project officer.

You could always give the project officer a call just to go through that as well.

And now I'm going to turn it over to (Bill) who's going to walk you through the next slide.

(Bill Hemmingson): Thanks (Ryan). So I just want to touch upon a few things about what we look forward quarterly progress report. So a couple things to think about are - and just reminder is it may seem obvious but the quarterly progress report is basically you telling us, you know, what's been going on with your project since the last reporting period.

And for many of you this will be the first line that would be found in your award until the end of March.

So what we'd like to see in that is a detailed narrative that identifies the current progress being made towards the completion of the funded project or projects in this case.

And when part of the form that you'll see in their there are four statuses that you'll be able to select from. And the first one is basically it's project not

started, projects less than 50% completed or projects between 50%, 100% or projects completed. So there's four statuses there.

Now for projects not started what we normally would expect to see there is it doesn't refer to the construction activity not started it's the project as a whole.

So normally we'd only select not started particularly after having the grant period plus months. You would only see a project not started if for some reason for example perhaps there's some issue with your site.

Perhaps your board needs fully authorized at the beginning of planning or perhaps you get some problem with the lease arrangement or some other site control issue that is causing a delay in the project.

So we normally see that. And you still would need to report even if you haven't started you still need to submit a report.

So you may say something like, you know, no activities have occurred at this time, but we're waiting for approval to come on board or we have not started construction activities but we - and any other activities on the site but we're negotiating our lease with the land owner or the school board.

The second category is less than - the project is less than 50% completed. And again that's not construction activity. It's just saying that you've begun planning stages.

Perhaps you've had to authorize hazardous materials testing at your site. Perhaps you've had to use some additional planning. You (found) an

architect, you've begun preparations for building permits - those types of activities.

The construction activities haven't started but you've begun planning. So we consider that that the project has begun and the project is less than 50% complete.

A couple other things you can note in there is the progress that you're being made on meeting the conditions of award. You can identify how your planning stages have begun. Have you hired an architect? Have you begun that process?

Have you hired a firm to investigate hazardous materials or asbestos testing - that sort of thing on your site?

And also you - I'd recommend that you would note if you've drawn down funds yet at this point.

At this level we sometimes see where no funds have been drawn down but planning has begun. Other times you are permitted in your Notice of Award to draw down for minor administrative costs or items that are in your budget of course that items, you know, fees for your architects to begin, fees to perform hazardous material testing. Those types of things are allowable costs prior to having your conditions met.

But I would - we'd like to see the - where you are with your conditions and where you are in the terms of planning.

The second category would be that maybe you would have begun construction but you're less than 50% complete.

In that case we'd like to see that the date of your Notice of Award release or that you've received your revised Notice of Award lifting all the conditions.

Also you could report on any construction activities that have taken place even if it's just mobilization of the contractor at this point. And this would also be a good status then to submit a few photos.

There are many ways to - or you can attach many attachments to your quarterly report. And the ones that we really like to see are just a couple photos that show that your - you haven't been making progress or you can include, you know, architect's report, or administrative report, report to the board - any types of things like that that you might have about the status of the project.

Also at this level it would be helpful to include a statement such as the project at this time appears to be on schedule and within the budget amount if that's a correct statement to make.

And of course prior to beginning the physical work of construction, (Ann) you can talk about that in just a moment. But it is important reminder to tell us where you are in the process, whether you started, if you haven't started construction and also if there is financing associated with your project. You could report on the status of finalizing your other funding sources.

The third category is projects greater than 50% or less than 100% complete. And again that's - that we would normally would be similar to that that I've

already gone over that construction is making - we've begun construction. You can report status of that, include some photos.

Oftentimes your contractor will tell you how far along he is in the construction process. So you could report the percentage completion of the project.

And again in that - in those cases it would be helpful for you to acknowledge that you've met all the conditions of the grant. And if you have dates for that, dates when the construction began for example or dates when you received your release of your environmental conditions.

And then the final category is the project is complete. And then there is actually a separate page that Matt had reference before that you would just - you would cover in those (unintelligible).

A couple things to keep in mind moving onto Slide (what) 4 is that they certified authorizing official sometimes we refer to as the project director is must certify the accuracy of the quarterly progress report as the final step in the submission process.

So although others in your organization may have the ability to submit conditions and other things, received reports it is the authorizing official in the Electronic HandBook, that is the one that must make the final submission of that.

If that is changing in your organization or if it changes during the course of the grant you have to submit that to us and we can talk about that. Contact your project officer to determine how to do that.

The final report process as I said earlier is on the SF-PPR cover page. That should be checked only when all of the projects that make up the total grant have been completed.

So if you've completed one out of your three projects that would be - there will be some reporting that we do that would be a little bit different but the other two projects would still stay active.

And finally the - as Matt said at the onset, the quarterly progress reports are not used to update the project officer on changes. That would require a prior approval such as if your budget has changed significantly.

It's perfectly okay to mention it in your quarterly progress report but this is not the place to get acceptance of a revised project.

Similarly if your drawings have change the quarterly progress report isn't the place to get a revised drawing or any other significant things that would be occurring on your project.

And at that point again I - any time you would have a change we just ask that you would communicate that with your project officer as soon as possible. And he or she would be able to get back with you to tell you the next steps for that.

So with that I'd like to turn it over to (Ann Piesen) who's going to talk a little bit about when to start your projects.

(Ann Piesen): Thank you (Bill). So now we're going to touch on kind of a broader issue.
When can you actually physically start your projects?

It's very important to review all the terms and conditions on your Notices of Award. And that information is provided on the second page of the Notice of Award.

There is a term on your Notice of Award that says conditions must be met and listed with a new Notice of Award being issued that says these conditions have been met, they're approved and they are lifted.

At that time you can proceed with physical work including demolition on your project.

Where I said as - I encourage you to carefully review all of the conditions on your award because some of them are also very explicit. And we emphasize the fact that you cannot start work until they're met.

The reason being is that those conditions in particular if you cannot meet them subsequently because you've started work and as (Bill) and Matt have already alluded to and (Ryan), you can't get your hazmat testing after you've done the demolition and to realize that there could be a public health issue if you, you know, in a building over 50 years old or even before 1970 that you risk exposing yourself to asbestos and other hazardous materials.

So again, you need to meet the condition of award before you start work. We do not want to see you in a position where you cannot execute the project.

Also to realize that you can do non-construction preconstruction planning related to projects such as architects, engineering designs, permitting, establishing releases, legal fees related directly to your projects - that kind of work.

I wanted to kind of go into a little bit on the environmental conditions because those tend to be the most difficult to meet and understand.

So (Ryan) if you could bring up the Web site. On the - through the capital development Web page you can actually access a whole section on environmental and historic preservation.

There's a little section that says Environmental Historic Preservation. You click the link. And it provides a number of resources to kind of better explain the context of the conditions on your award.

The conditions on your award related to environmental and historic preservation falls within three categories.

Historic Preservation Section 106 environmental assessments which is the National Environmental Policy Act Environmental Assessment is a little bit different than environmental site assessment which is actually a subset.

And then there's a catchall category. Determine if other environmental conditions apply. And that's just because we don't have enough information to really determine the exact nature what you might need to comply with comply with.

But certain information within the application leads us to believe that we have to follow-up. And those types of issues might be hazardous materials, floodplain management, wetlands, coastal zone management. Those are the typical issues.

In addition we were also contacted by environmental review (work) via email early on in the process.

That initial email and your subsequent communications with the person along with your project officer can also help you understand what the requirements were. And you should go back to those individuals if you have further questions about those conditions. And with that I'm going to turn it over to (Ryan).

Matt Kozar: Right. Actually before we go to (Ryan) to go to the next couple of slides I just want to bring up two additional points with respect to the QPR itself.

Each quarter, you know, as I mentioned the manual will identify the deadlines for you to report.

The - you will also receive emails from the EHB identifying you in advance of the actual start of the reporting period as well as a number of reminders throughout the reporting period that you need to submit your QPR.

So this is a reminder as (Bill) had mentioned in terms of making sure your authorizing official or program director in the EHB is up to date.

Please make sure that all your contacts in the EHB are up to date as well. That way when we send out these email notifications it goes to the right people to trigger them to be able to submit the QPRs. Okay go ahead (Ryan).

(Ryan Buckalew): All right, now we're going to talk about the next slide in the presentation which includes the resources that were - that you've already seen both of those, actually both of those Web sites.

The first one was our capital page that I'm pointing to - or that's at the very top of the table. And then I'll go through that.

And then afterward I'll go back through the environment page. And then just on this bottom part we've got just the - what your project officer is, you know, what their purpose or their job and responsibilities and the grants management specialist, their sitting with grants issues. And, you know, again that's their responsibility there.

So I'm going to go ahead and switch over to my screen again and go back to the main page which it's a good idea to have this page bookmarked because all of our forms and instructions can really be found off of this page.

On the right-hand side you can see that we've got links to the opportunities, school-based health center program. It could take you back to the original criteria of the grants.

Again one of the common ones is the SF-424C, the budget justification, the equipment list. Those are kind of really heavy hitters. In EHB we always look for those and those are the biggest request items.

And then as you get through the next session which is the post-award forms we're talking about submittals for the design, the project implementation. There's bonding and other resources here.

So if someone asks you for a particular certification it's asking for that in your submission well the first place to check is to see if it's here because we do have the templates ready for you to use and to keep it simple and keep your time down so you can get back into the EHB.

And then finally we've got our closeout forms. This is going to be the end of the project, the final equipment list budget and final project completion certification, a couple of frequently asked questions.

The procurement one is definitely a good one to download and read. It talks about, you know, how you should pick your equipment, your contracts with the contractor, definitely walks through that.

And you can call your project officer but usually I'll end up copying that and sending it to the grantee as well.

(Ann) had me quick this link. That's where we're going to go next. But I just wanted to show you at the very end we've got this presentation's going to be down here. It's usually a PowerPoint or this Adobe Connect video.

We'll have the Adobe Connect video on the second link. We'll have the transcript. And then there's the link to the manual and a Quick Guide.

When you go to the manual or excuse me when you go to do the QPR there's actually a pop-up that shows links to the manual if you need it. But the quick

guide itself will be here on our Web site for you to find the manual or to find that location.

So now we'll go to the environmental and historic link. And as (Ann) had mentioned on this page there's definitely a lot of resources here. You've got references on the right-hand side of different PDFs and such you can download.

If you're looking for more explanation of what we're asking for we do have the brief summaries of the National Environmental Policy Act Preservation Act. And then we have a lot of these references here. Is there any ones you want to hit on (Ann)?

(Ann Piesen): Actually I encourage everyone to take a look at the environmental the preservation facts, the specific project type environmental and preservation requirements.

Because I think - and then they historic preservation facts sheet in particular because the facts sheet kind of gives you a broad overview, the specific project type requirements.

I (think) they're at a level where folks who don't want to get too far in the lead but just kind of want a general idea of which way they're heading and what to expect you'll get the most out of starting with those documents.

(Ryan Buckalew): Okay. And then as we go down there's the more compliant information, some more fact sheets and stuff to really give you an idea of what's going on with the project.

And with that I'm going to head back over to - head back over to the presentation. And we'll conclude it and see if we've got any questions.

All right.

Coordinator: Were you ready for me to open up for questions from the phone lines?

Matt Kozar: Actually one more second. I have one more slide.

Coordinator: Okay thank you.

Matt Kozar: Yes so that - so the last slide shows just the link to the EHB how to access that I'm hoping that most of you have already accessed EHB so this wouldn't be anything new to you.

The last two documents the HRSA call center, that is a resource for you for general EHB questions specifically related around your ability to access the EHB, your account information for the - for any other sort of various specific questions you have as you're navigating through EHB if you have issues with submitting a condition of award, submitting a prior approval or submitting the QPR anything, you know, technically involved in - with those sorts of issues.

We suggest contacting the BPHC helpline. That information is there. That - they are much better resource to help you with those sorts of issues.

They can actually see the EHB as you see it and provide you with detailed steps to navigate to where you need to go or give you some insights into what's going on.

Now with that we appreciate everyone who calls in and is following us on Adobe Connect. And we will now open it up to questions.

Coordinator: Thank you. At this time if you would like to ask a question please press Star 1. Please unmute your phone and record your first and last name when prompted.

To withdraw the question you may press Star 2. Once again that's Star 1 if you'd like to ask a question. Thank you.

We have one that has just come into the queue. One moment please.

I believe the first question is from (Lena). Your line is open ma'am.

(Lena): Yes I just had a question. When do we expect to see in EHB the quarterly progress report action open?

We were awarded in December of 2013 and we haven't yet seen that quarterly progress report. It's due.

So I don't want - I just want to make sure we will be notified when one is due and how soon before it's due will the notification...

Matt Kozar: Sure. Yes the reporting period for the grant recipients of the school-based 2012 awards will be starting April 1. And you'll start getting email reminders from the EHB next week. I think it may be next Tuesday, March 26 that you'll start getting your - the first reminder, you know, the reminder on the day

that it opens on April 1 and then subsequent reminders after that until the deadline which is April 16.

(Lena): Thank you.

Coordinator: Our next question is from (Melinda).

(Melinda): Hi. This is (Melinda). My question you may or may not be able to answer today. But our organization has some concerns about starting to finance some stuff here on our end without some assurance in regards to the grant award in light of everything taking place right now, the sequestration.

So I just wanted to see if there was some kind of timeline of when we might know something and if there's going to be any consideration for the fact that some timelines might be pushed back a little bit as we kind of wait before we put down money on our side for something?

Matt Kozar: In general I think that the question is best asked of your project officer if you give him a call and discuss the specific impacts that you're anticipating related to the implementation of the project.

I mean in general right now the project period that was outlined in your Notice of Award still holds true. And then that's where we're at with respect to any impacts from sequestration so...

Coordinator: Our next question is from (Tracy).

(Tracy): Yes I had two questions actually. The first question has to do with the QPR availability in EHB. Will I see a link for that starting on April 1 for the report that is due in mid-April?

Matt Kozar: Yes the - starting April 1 you will have the ability to then submit the quarterly progress report.

(Tracy): Okay. The second question I have is regarding the Davis-Bacon Act. Are the grant funds for capital projects subject to Davis-Bacon Act?

(Ann Piesen): Davis-Bacon it is triggered by the authorizing statute and so for many of you familiar with Recovery Act Davis-Bacon did apply.

School-based health centers are funded through the Affordable Care Act not the Recovery Act. The Affordable Care Act has no Davis-Bacon requirements. And you will find no reference to Davis-Bacon in your Notice of Award either.

So in short it doesn't apply. You will of course have to comply with Fair Labor Standard Acts and other Equal Opportunity requirements but not Davis-Bacon.

Matt Kozar: And if there's any prevailing wage or other issues for your state or local jurisdiction you have to comply with those as well.

(Ann Piesen): Yes.

(Tracy): Okay thank you.

Coordinator: Once again if you'd like to ask a question please press Star 1. One moment please.

At this time there are no further questions.

Matt Kozar: All right again like I said if there's no other questions this, you know, thank you everyone for joining us on the call. If you have any other - any questions about QPR, you know, we strongly suggest going to the Web site and looking at those resources.

Also if you have questions about, you know, some of the information we provided to you as to what you need to provide in the QPR, you know, contact your project officer. They can assist with that. And we look forward to working with you as you continue to implement your school based health center project. Thank you.

Coordinator: Thank you everyone for participating on today's conference. Today's conference has concluded. You may disconnect at this time.

END